

**Core Competencies for Community Support Associate (CSA) Curriculum**  
**908 KAR 2 CSA Initial Training Requirement**

- **Core Competency 1. Engaging Consumers and Family Members (1 hour)**
  - Effective Communication
    - Define OARS (Open-ended questions, Affirmations, Reflections and Summarizing)
    - Provide evidence that OARS is practiced
  - Family and Consumer Centered Services
    - Define concepts of: family driven, youth guided, consumer driven and system of care
    - Describe how these concepts (family driven, youth guided, consumer driven and system of care) are applicable to the scope of work as a CSA (provide an example of each)
  - Effective Engagement of Natural Supports
    - Define natural supports and provide an example of these supports (i.e., both personal and community)
    - Provide instruction on engagement strategies (specifically how to identify, link and develop natural supports)
  - Trauma-Informed Care
    - Define trauma to include: an understanding of the prevalence, the impact of trauma and the complexity to healing and recovery.
    - Define trauma informed care
    - Describe the 5 core values within a culture of trauma-informed care which are: safety, trustworthiness, choice, collaboration and empowerment
- **Core Competency 2. Crisis Management (1 hour)**
  - Crisis Management
    - Define a behavioral health crisis
    - Provide instruction on crisis intervention strategies
    - Provide instruction on writing a crisis prevention plan
  - Suicide Prevention and Awareness
    - Define suicide risks, signs and behaviors (as described in the Zero Suicide Model)
    - Identify 3-5 appropriate responses when working with a potential suicide risk
- **Core Competency 3. Self-advocacy & Navigation Skills (1 hour)**
  - Self-advocacy Skills
    - Define self-advocacy skills for the CSA
    - Provide examples of self-advocacy skills for the CSA
    - Instruction on how to assist consumers in becoming a self-advocate

- Navigating the Health and Social Services Systems
  - Provide overview of the regional health system
  - Provide an overview of the regional social services system
  - Instruction on how to assist consumers on accessing services
- **Core Competency 4. Behavior Modification Planning and Implementation (1 hour)**
  - Independent Living Skills Training
    - Define daily living skills
    - Provide an overview of the developmental stages and appropriate independent living skills at each stage (all age spans)
    - Instruction on intervention strategies for developing independent living skills
  - Social Skills Training
    - Define social skills
    - Provide overview of developmental stages and appropriate social skills at each stage (all age spans)
    - Instruction on intervention strategies for developing social skills
  - Behavior Modification
    - Instruction on how to assist in the development of a behavior modification plan (include a sample plan in the curriculum)
    - Instruction on how to apply behavior modification strategies and techniques (provide at least 4 examples)
- **Core Competency 5. Ethics (1 hour)**
  - Boundary Issues
    - Define appropriate boundaries between the CSA and the client
    - Instruction on how to handle boundary breaches
  - Confidentiality
    - Instruction on appropriate laws including Health Insurance Portability and Accountability Act (HIPAA) for the CSA
  - Abuse/Neglect Issues: Adult & Child
    - Instruction on abuse and neglect reporting requirements
- **Core Competency 6. Cultural Competency (Awareness) (1 hour)**
  - Cultural Competency Awareness.
    - Instruction on how to provide effective, equitable, understandable, and respectful quality care and services related to the following: race/ethnicity, lesbian, gay, bisexual and transgender; deaf/hard of hearing; poverty, military/veterans, and rural populations
    - Instruction for a basic understanding of customs, beliefs, values and appropriate interactions related to the following: race/ethnicity, lesbian, gay, bisexual and transgender; deaf/hard of hearing; poverty, military/veterans, and rural populations

- **Core Competency 7. Documentation/Regulations (0.5 hour)**
  - Documentation/Regulations.
    - Instruction on Medicaid regulations and documentation requirements for the service
    - Instruction on fraud, waste and abuse
- **Core Competency 8. Mental Health/Substance Use Issues (2 hour)**
  - Understanding Mental Health & Substance Use Issues.
    - Provide an overview of diagnoses, symptoms, medication and treatment
    - Define co-occurring
    - Provide specific information on at least the following:
      - Post-traumatic Stress Disorder (PTSD)
      - Attention Deficit Hyperactivity Disorder (ADHD)
      - Oppositional Defiant Disorder (ODD)
      - Bipolar Disorder
      - Depression/Anxiety Disorder
      - Schizophrenia
      - Personality Disorders
      - Substance Use Disorders
- **Core Competency 9. Strength-based Approach to Services (1 hour)**
  - Strength-based Approach to Services.
    - Define principles of a strength-based approach
    - Define resiliency. List at least 3 characteristics of resiliency
    - Define recovery. List at least 3 characteristics of recovery
  - Relapse Prevention
    - Define relapse prevention. List at least 3 relapse prevention strategies
- **Core Competency 10. Developmental Perspectives across the Life Span (0.5 hour)**
  - Developmental Perspectives across the Life Span.
    - Define the psychosocial stages of development for children, adolescents, and adults
    - Provide interventions and strategies specific to the following populations: early childhood, transitional age youth and geriatric population